



1 October 2020

Dear Supplier,

As Westminster Council's Cabinet Member with a responsibility for Parking within the City, I would like to thank you for your support as we begin this tender process for our Parking Services. The Prior Information Notice and market engagement process, mark the beginning of a critical review of how services are delivered for our customers and how the Council works with its contract partners prior to a go-live in the Spring of 2022

As the Local Authority covering the heart of London, the City of Westminster has a responsibility for the dynamic commercial and retail centres of the capital as well as for many diverse residential areas. The City of Westminster spreads from Covent Garden and Pimlico in the south to Queens Park and St John's Wood in the north; through areas of global fame and significance to highly cherished local communities. The challenges in delivering Parking services across such a broad range of areas are rewarding and only suitable for those with a real thirst for innovation.

Like all Local Authorities, Westminster City Council needs to review how its services are delivered. The City Council is not immune to the real challenges facing Local Authorities and relishes the opportunity to see how this can translate into new opportunities for our residents and road users. While the Council grapples with broad cost-saving initiatives across all services, we are seeing new ways in which the public highway is being used. Moves to sustainable transport and demand for local community services need to be balanced with rapidly developing technological progress, a rapid shift to self-service and occupation of the online digital environment. Integrated real-time frontline service delivery across numerous functions is essential to maintaining service standards. The recent COVID pandemic has only hastened both the public behavioural changes and the need for the City Council to embrace innovation in order to remain at the cutting edge of first class service delivery.

As I look to the future, I want to see a Parking service that is efficient and dynamic, embraces change and modern ways of working, and leads the way in supporting residents and businesses alike, through difficult and challenging times. I would like to thank you for your interest in this market engagement and look forward to seeing the innovative ideas you share with my Officers, as we seek to develop our plans together.

Yours Sincerely

Cllr Andrew Smith
Cabinet Member for Environment and Highways
Westminster Council